

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

Docket No. 05-0714
ICC Office Use Only

Camarato Distributing, Inc. :
Application for a certificate of :
Prepaid calling service provider authority :
Statewide in the State of Illinois :

Amended

APPLICATION TO OBTAIN A
"CERTIFICATE OF PREPAID CALLING SERVICE PROVIDER AUTHORITY"

GENERAL

1. Applicant

FEIN # 37-1148006

Camarato Distributing, Inc.
900 Camarato Drive
Herrin, IL 62948

2. Applicant's toll-free customer service number.

1-800-770-5516

3. Applicant proposes to provide service statewide

4. Contact Information: **See Attachment A**

5. Type of organization.

☐ Individual
☐ Partnership

X Corporation

Corporation was formed November 16, 1983
In the State of Illinois

6. Submit a copy of articles of incorporation or other organization documents, a copy of any contract with any underlying carrier(s) and a copy of certificate of authority to transact business in Illinois. **See Attachment B**

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7. Jurisdictions (other than Illinois) in which Applicant is offering service(s).

Missouri, Kansas, Kentucky, Alabama, Louisiana, Mississippi

8. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

 YES X NO

9. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

 YES X NO

10. Has Applicant provided service under any other name?

 YES X NO

11. Is the Applicant seeking an expedited application pursuant to Section 13-404.1(b)?

X YES NO

MANAGERIAL

MANAGERIAL QUALIFICATIONS

The Applicant's experience in the telecommunications began in 1995 as a provider of prepaid long distance calling cards. Present operations include distribution in seven states through approximately three hundred retail locations. The calling cards are both vended and sold through point of sale personnel.

The Applicant is currently certified and provides local access services in Illinois. Provisioning of service commenced in November of 1998 in Illinois.

Illinois Case No. 98-0051

Effective Date: July 8, 1998

Applicant has an excellent track record having no formal complaints filed with the Illinois Commerce Commission or unresolved consumer issues related to local exchange provisioning or on going prepaid calling card distribution.

At present the Applicant has resale agreements with the following incumbent carriers: Verizon, Sprint, BellSouth and, through a thirteen state agreement, with Southwestern Bell to include the former Ameritech Illinois service area.

Key personnel possess vast managerial and technical experience both in sound business management and in operations within the telecommunications industry.

Keith Camarato, President of Camarato Distributing, Inc., incorporated the company in November of 1983 and has experienced as successful business record of accomplishment since inception. He is directly involved in the day to day operations of the company.

Steve Frattini serves as General Manager of the Telecommunications Division. He has over thirty years of business experience as both an owner and in executive management. He previously served as an Executive Analysis for George S. May Company, a leading management consulting firm with offices in Chicago Illinois, Milan Italy, Toronto Canada and Los Angeles California, before joining the company in June of 1998.

R. Anthony Camarato serves as Manager of Information Systems. Joining the company in February of 1999, he possesses over nine years of experience in information systems development and management. He has in-depth knowledge of microelectronics, has developed proprietary software for customer data management, and continues to participate in telecommunications training programs offered by incumbent carriers.

Andrew Camarato, a graduate of Southern Methodist University, joined the company during May of 2002 as Customer Service and Billing Manager. Previously he was employed with: UniSite, Inc. – Richardson, TX - Systems & Telecommunications Analyst – Responsible for all PC and LAN setup, installation and support. Company liason to SWB regarding companies telecom needs. Handled all internal wiring, moves, adds, changes, disconnects, oversaw installation of PBX and was trained to do MACD's on the ROLM switch. Also in charge of all facility security and fire alarm systems. Mobile Star, Inc. – Richardson, TX – Project manager that oversaw and conducted on-site, field surveys for our wireless internet access antenna installation. MCI – Richardson, TX - Systems Manager for internal provisioning system. Worked as a go-between for internal users of the system and IT Dept. to coordinate changes,

improvements, modifications. WorldCom – Program Manager in the Strategic Technology Dept. – Richardson, TX – PM'd rollout of new global products from design phase through implementation. Worked with teams in Europe and Asia to ensure products would be delivered on time and within budget. Heavy focus on ATM and IP protocols.

Joseph Robertson, is a graduate of Murray State University with a Bachelor of Science in Telecommunications Systems Management with an emphasis on Network Administration and E-commerce. He serves the company as Manager of Provisioning and Repair and is responsible for the electronic communications and data sharing with the incumbent carriers that transact business with the company.

13. Officers and Principals of Applicant:

Keith L. Camarato, Chairman/President

Teresa L. Camarato, Secretary/Treasurer

14. Does any officer or principals of Applicant have an ownership or other interest in any other entity, which has provided or is currently providing telecommunications services?

X YES NO

The Applicant is currently certified and provides local access services in Illinois. Applicant's Certification Name is Camarato Distributing, Inc., dba Nex-Phon. Provisioning of service commenced during November of 1998 in Illinois.

Illinois Case No. 98-0051

Illinois Commerce Commission

Effective Date: July 8, 1998

15. How does Applicant propose to handle service complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Applicant employs Customer Service Representatives to handle service complaints. Applicant's internal process for complaint resolution is designed to resolve customer inquiries at the Customer Service Representative level. If customer satisfaction can not be had at that level, the inquiry will be immediately be transferred to a Customer Service Representative Manager. If the inquiry remains unresolved, it shall be transferred to the Applicants General Manager for resolution. Applicant makes every effort possible to resolve customer inquiries on the same day the inquiry is presented. Whenever the customer expresses dissatisfaction with the resolution of the inquiry, Applicant will inform customer of his or her right to seek assistance from the Commission.

16. Does Applicant currently maintain service quality standards?

X YES NO

If YES, please attach what those standards are, any credits that may be issued for failures and how customers are notified.

It is the goal of the Applicant to provide the customer at all times with a access and a clear signal that completes a call with no inteference or other distracting problems. If a user calls the Customer Service Department, the Applicant will investigate and exccute appropriate test to determine and correct the user's problem. The Applicant will credit the user's account, if the test is inconclusive, at the discretion of the Applicant.

17. Will personnel be available at Applicant's business office during regular working hours to respond to customer inquiries about service or billing? X YES _____ NO

18. What telephone number(s) would a customer use to contact your company (other than the toll-free customer service number provided in response to question 1)?

24/7 Customer Service: 1-888-304-0302

Business Office: 1-618-988-1556

19. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

X YES NO

FINANCIAL

20. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. **See Attachment C**

TECHNICAL

21. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the equipment and / or facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

If NO, which underlying carrier's facilities does the Applicant intend to use?

The Applicant purchases product on a non-contractual basis via a wholesaler of IDT America, Corp. IDT America, Corp has been granted a Certificate of Authority by the Commission to be a Prepaid Calling Card Service Provider. Case No. 05-0353 ordered June 29, 2005 - Illinois Commerce Commission.

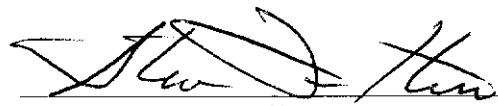
22. Please describe the nature of prepaid service to be provided (e.g., general service, location specific service, discounted rates for specific countries, etc.).

The Applicant offers prepaid calling card services which permit users to place domestic and international calls, as well as to receive information services. Generally the Applicant markets different cards which are tailored to appeal to different domestic and international destinations and accordingly have different rates.

23. Will technical personnel be available at all times to assist customers with service problems?

X YES ☐ NO

24. Please attach a copy of the front and back of any prepaid calling cards Applicant currently sells. **See Attachment D**


Applicant

VERIFICATION

This application shall be verified under oath.

OATH

State of Illinois

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County of Williamson

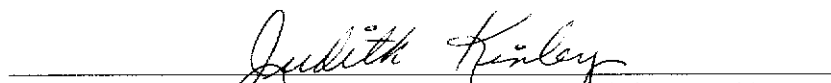
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Steve Frattini makes oath and says that he is General Manager of Camarato Distributing, Inc., that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ JUDITH KINLEY

in the State and County above named, this 15th day of November, 2005


(Signature of person authorized to administer oath)

"OFFICIAL SEAL"
JUDITH KINLEY
Notary Public, State of Illinois
My Commission Expires 6/5/2008